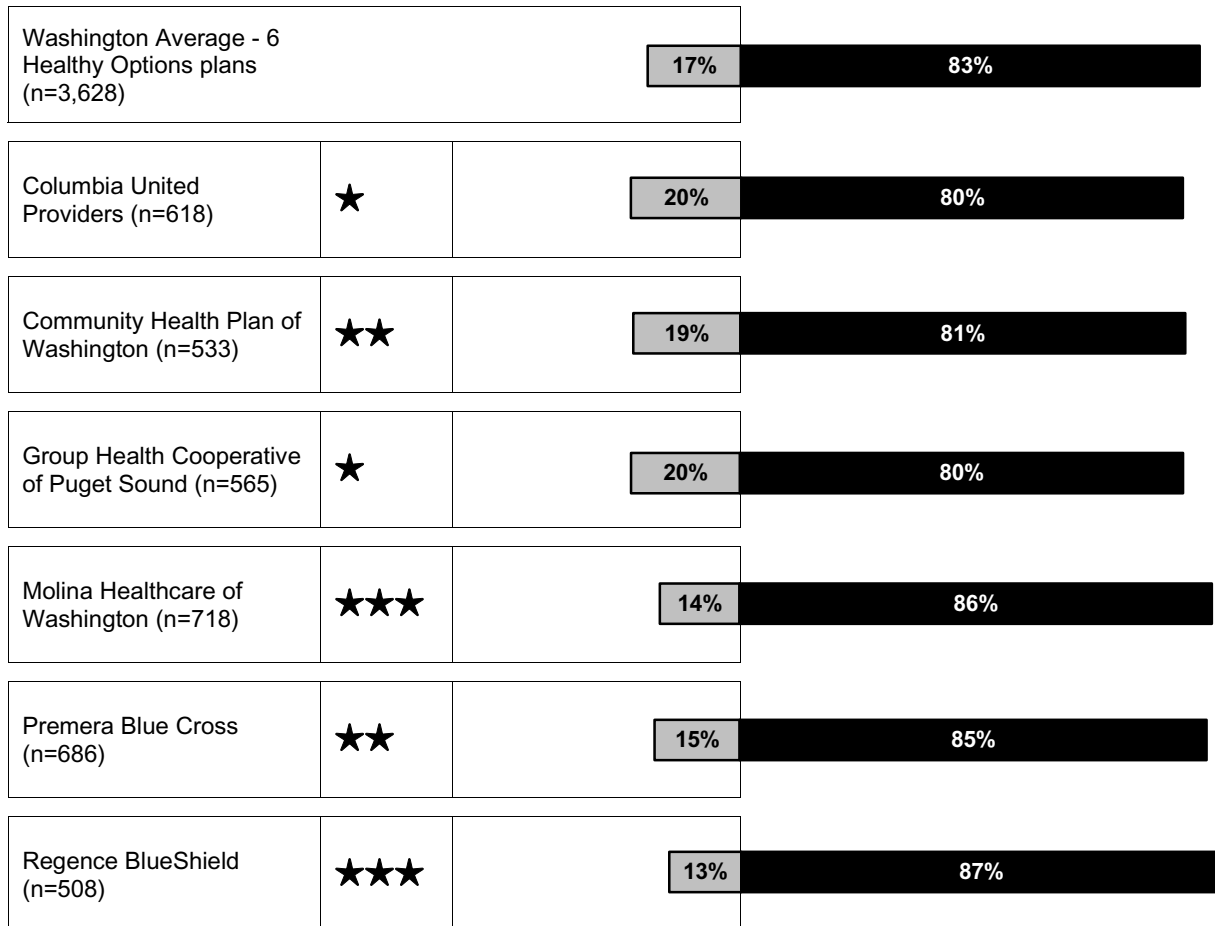


Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

Family Centered Care: Personal Doctor or Nurse Who Knows Child

This chart summarizes the responses to survey questions 8, 10, and 11 contained in the children with chronic conditions composite, “Family Centered Care: Personal Doctor or Nurse Who Knows Child.” Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

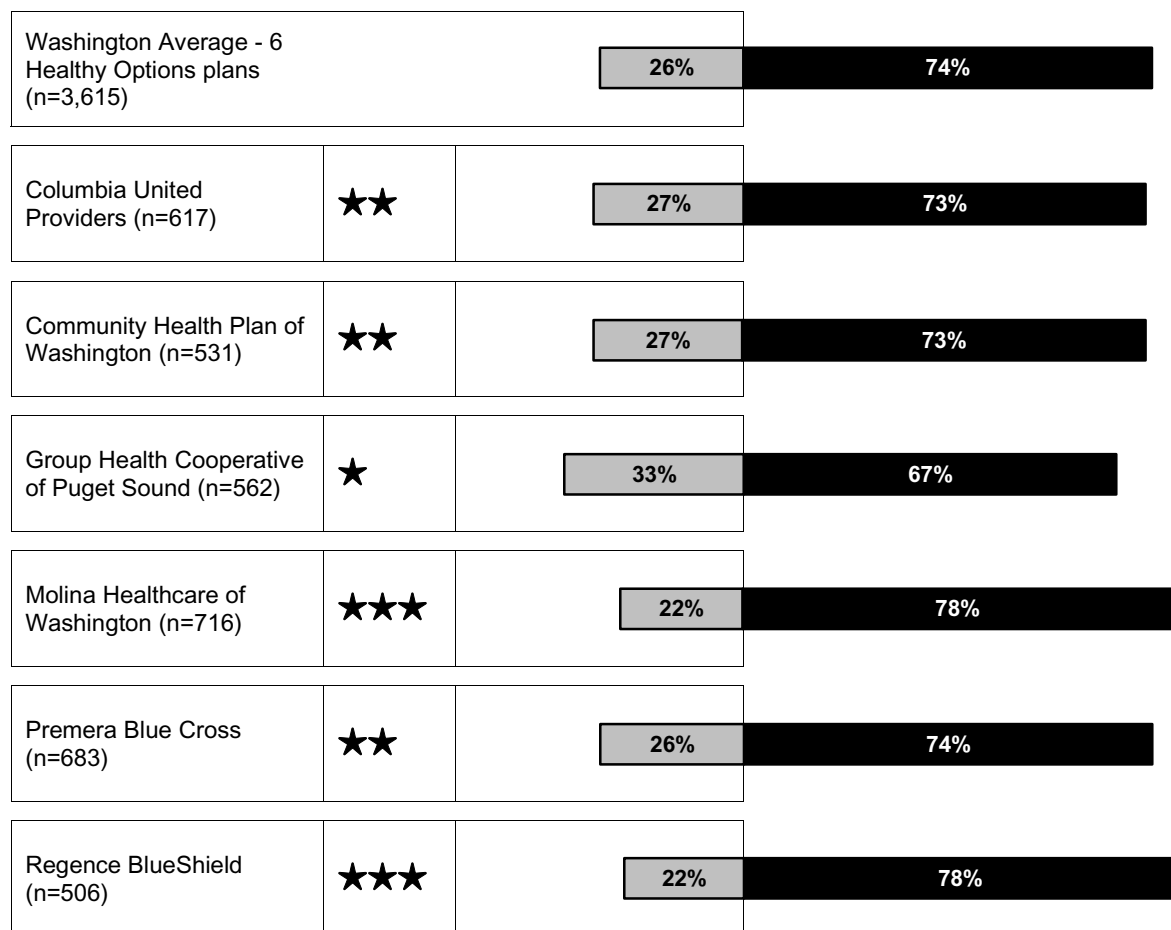
Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

Question 8

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q8. "In the last 6 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing or behaving?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

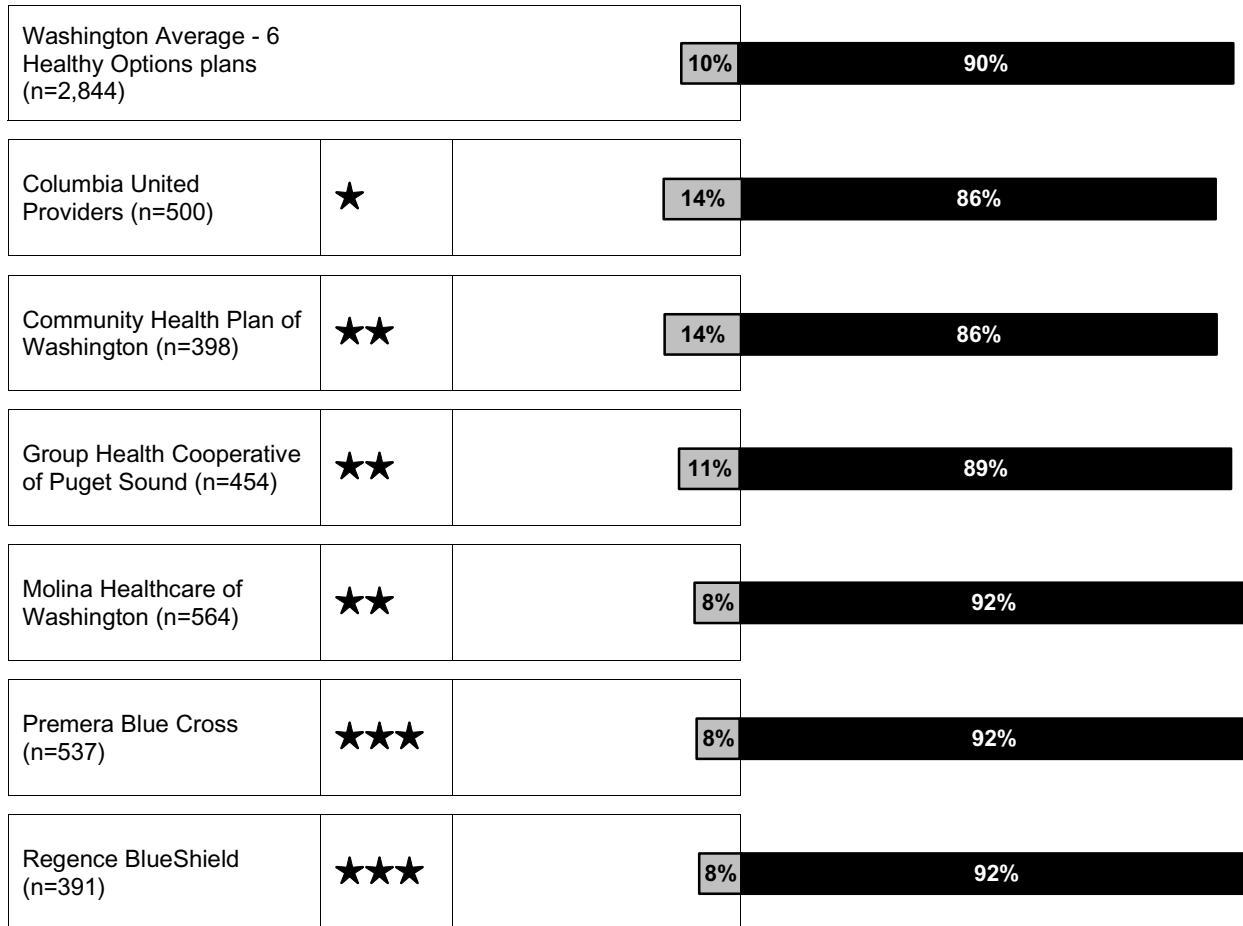
Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

Question 10

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q10. "Does your child's personal doctor or nurse understand how these medical, behavioral or other health conditions affect your child's day-to-day life?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

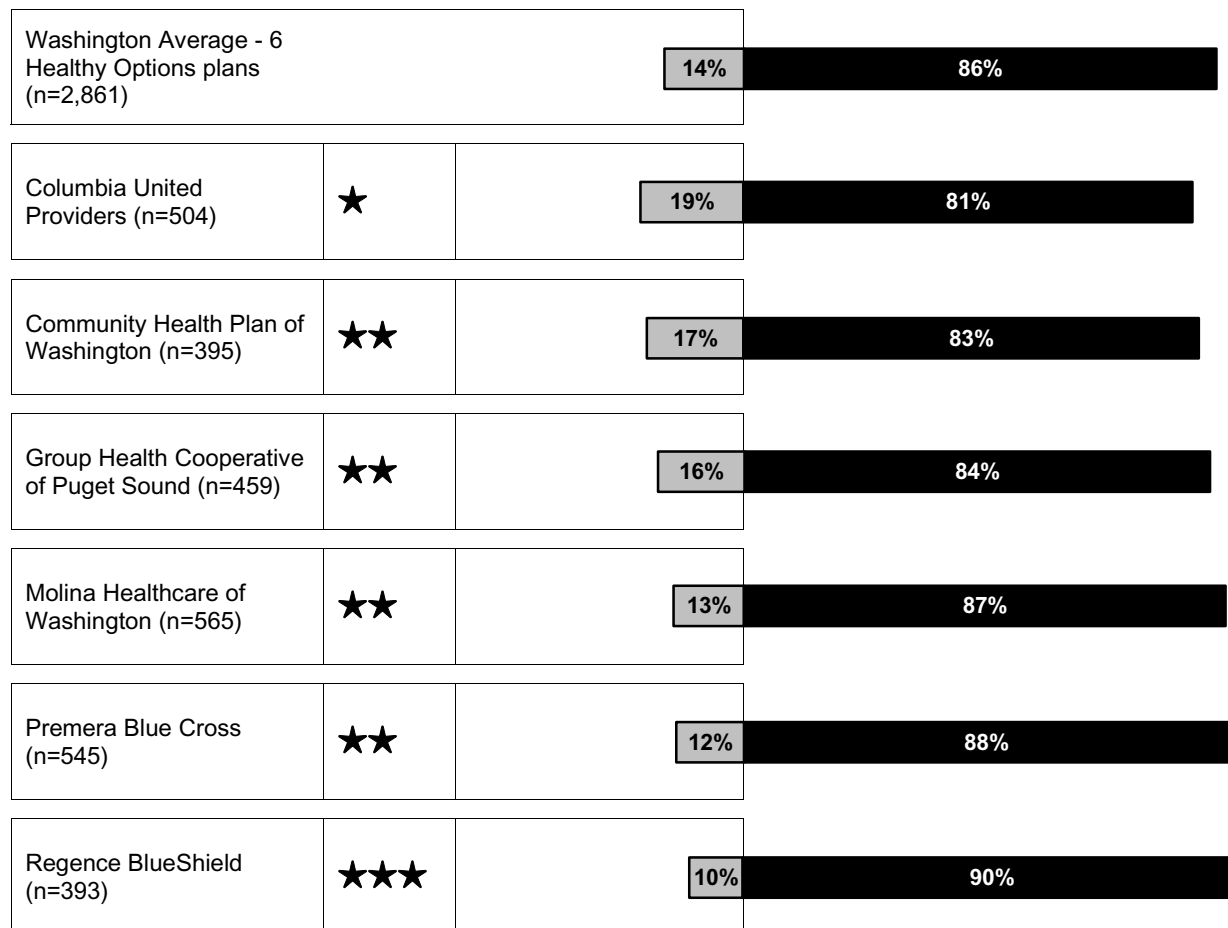
Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

Question 11

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q11. "Does your child's personal doctor or nurse understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.